L Number	Hits	Search Text	DB	Time stamp
1	612474	'IVR' or 'interactive voice response' or 'VRU' or 'voice response unit' or prompt or instruct$5	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:45
2	569846	internet or web	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:30
3	13946	('IVR' or 'interactive voice response' or 'VRU' or 'voice response unit' or prompt or instruct$5) with (internet or web)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:32
4	26746	(retriev$4 or obtain$3) with (help or assist$4)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:48
5	25	(('IVR' or 'interactive voice response' or 'VRU' or 'voice response unit' or prompt or instruct$5) with (internet or web)) same ((retriev$4 or obtain$3) with (help or assist$4))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:33
6	3734	(personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message')	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:10
7	215	(internet or web) with ((personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message'))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:48
8	103121	(retriev$4 or obtain$3) with (help or assist$4 or support)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:00
9	1	((internet or web) with ((personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message'))) same ((retriev$4 or obtain$3) with (help or assist$4 or support))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:01
10	30	((internet or web) with ((personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message'))) and ((retriev$4 or obtain$3) with (help or assist$4 or support))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:56
11	166	379/218.01.ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:57
12	2	(((internet or web) with ((personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message'))) and ((retriev$4 or obtain$3) with (help or assist$4 or support))) and 379/218.01.ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:57

13	4628411	help$4 or assist$4 or support$4 or aid$4	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:01
14	23	((internet or web) with ((personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message'))) same (help$4 or assist$4 or support$4 or aid$4)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:02
15	666468	(prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message')	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:07
16	668871	(prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:07
17	15377	(internet or web) with ((prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:08
18	965	((internet or web) with ((prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))) with (help$4 or assist$4 or support$4 or aid$4)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:09
19	3764	(personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:11
20	15	(((internet or web) with ((prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))) with (help$4 or assist$4 or support$4 or aid$4)) same ((personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:12
21	83	(((internet or web) with ((prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))) with (help$4 or assist$4 or support$4 or aid$4)) and ((personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:12

| 22 | 68 | (((((internet or web) with ((prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')) with (help$4 or assist$4 or support$4 or aid$4)) and ((personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')) not ((((internet or web) with ((prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')) with (help$4 or assist$4 or support$4 or aid$4)) same ((personali$5 or customi$5) with (prompt$3 or instruct$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2004/07/23 10:23 |

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